

# ***Transforming the student journey / developing a digital strategy: A personal perspective***

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Monday 15<sup>th</sup> April 14:15 – 15:15

40 minutes presentation, 20 minutes questions and discussion



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- The context
- Our approach at LSBU
- What I've learnt



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# The context



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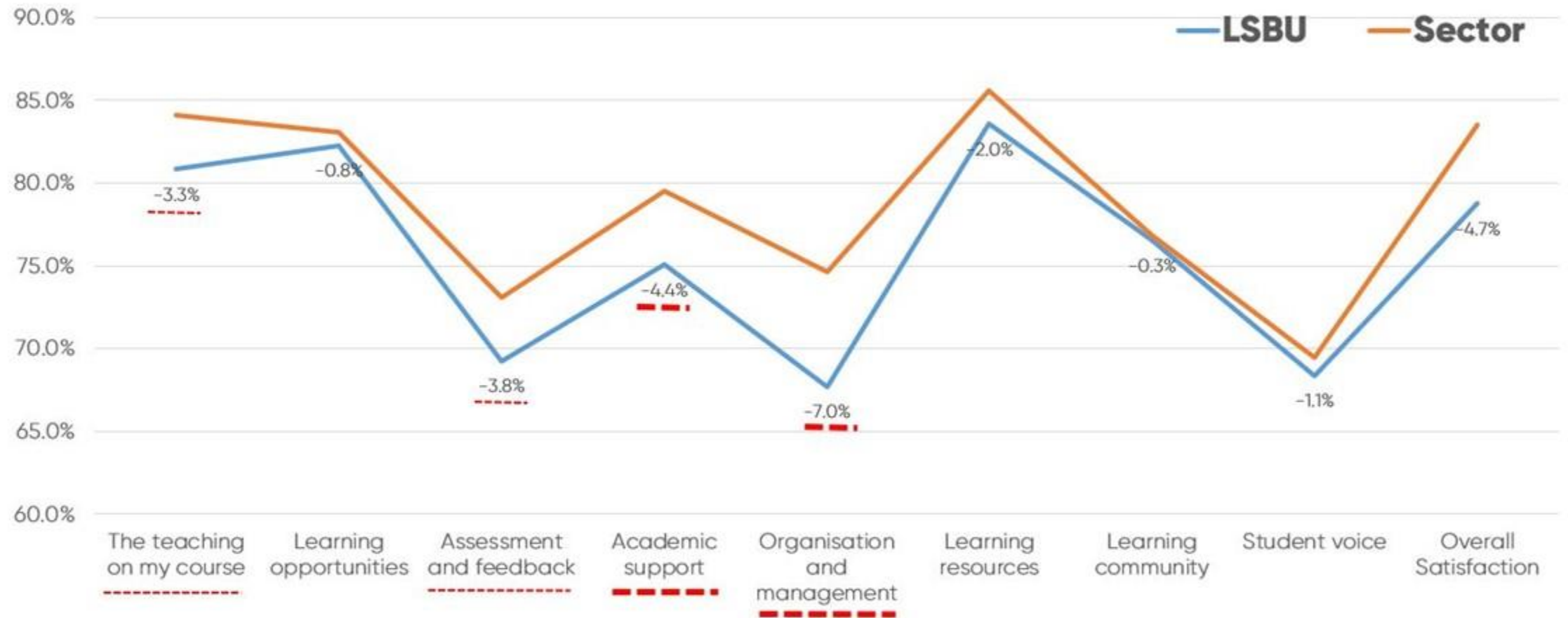


**Heard the one about  
the campers in the  
forest, who wake up  
to find themselves  
face to face with a  
brown bear?**

A mannequin is shown from the back, wearing a brown tweed hat and a light blue ribbed sweater. The background is dark with out-of-focus warm lights, creating a bokeh effect. The text "Can I help you? Do I know you?" is overlaid in white on the right side of the image.

**Can I help you?  
Do I know you?**

# NSS scores by question area, LSBU vs sector 2018



# Our approach at LSBU



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# LEAP

Transforming our student journey



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**LEAP will enable** all our students to achieve their full academic potential by creating a student experience that is socially inclusive and focuses on their needs.

**LEAP will redesign** our services, processes and systems so that the whole LSBU community is engaged, empowered and accountable to deliver on the things that matter most to students.



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# What I've learnt



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1. Start with people, not technology
2. Strategy matters
3. Build teams and share expertise; the solution is going to require expertise and skills in IT, education and change
4. More communication



- Identify and deal with the challenges – e.g. IT is expensive, IT projects often fail, many senior decision makers don't feel they understand IT well enough to make good decisions
- Beware of glitter, jargon, silver bullets, and know-it-alls
- Leadership and management matter
- Doing nothing is not an option
- No short cuts
- It will take longer than you think



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# Fit for the Future?

- Sense of mission and purpose
- Teaching and learning will be augmented by digital but will remain human, collaborative, social processes
- Costs understood and managed
- Transformation of some processes by automation and self-service
- Income diversification and growth needs to be driven by mission and understanding of true costs
- Collaboration beyond institutional boundaries to pool expertise and create new cost-efficient options



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